



TOM TINDALL
Director

County of Los Angeles INTERNAL SERVICES DEPARTMENT

1100 North Eastern Avenue
Los Angeles, California 90063

"To enrich lives through effective and caring service"

Telephone: (323) 267-2101
FAX: (323) 264-7135

January 17, 2013

To: Each Supervisor

From: Tom Tindall *Tom Tindall*
Director

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT
SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER
7E-2370**

This is to notify you of ISD's intent to amend ITSSMA Work Order 7E-2370 with Staff Tech. Inc. to increase the amount by \$120,000 for a maximum Work Order amount of \$419,999 and to extend the Work Order term through September 30, 2013. In accordance with ITSSMA guidelines, Board notification is required for all projects that will exceed \$300,000.

BACKGROUND

ISD's Technology Division (TD) supports several applications and projects, all of which use Database 2 (DB2) on the IBM mainframe.

The primary systems using DB2 are:

- APPS (Automated Provider Payment System)
- CWS (County Warrant System)
- MHMIS (Department Of Mental Health)
- DMV (Department of Motor Vehicles)
- DMV/IMS –ETRS (Extended Traffic Records System)
- DPW (Department of Public Works) – Water Billing System
- HMMS (Hospital Material Management System)
- JAI (Probation Juvenile Automated Index)
- PIMS (Prosecutors Information Management System)
- STR (Secured Tax Collector Roll System)
- UTR (Unsecured Tax Roll)
- L.A. County WebSphere Portal Application

While these systems are fully operational and have been for years, they require such daily technical support as updates, data addition, modification or deletion, and archiving for safe off-site recovery. Additional support functions include system downtime mitigation, end user problems resolution, users' requests to install vendor products, resolution of vendor software problems that cause service interruptions, the resolution of performance and tuning problems and provision of off hours support and normal system upgrades/maintenance.

Currently, there is no full time ISD support staff that has the technical knowledge required for the support of the DB2 systems and no full time staff available or capable of providing the services required. The Division is actively trying to replace the contractor with an employee with the necessary skills by September 30, 2013. No additional amendments to this work order will be requested.

SCOPE OF WORK

The consultant working under this Work Order, on a time and materials basis will perform the following specific services:

- Install, maintain and test the Database 2 (DB2) software and all related vendor products.
- Install, test and deploy all vendor fixes, critical maintenance and updates in a timely manner.
- Perform system monitoring and performance tuning to maximize system availability.
- Provide technical support for the Database administration and application staffs to resolve critical problems.
- Provide technical consultation to the customer and provide recommendation and solutions for their application.
- Solve complex systems software problems, and ensure system availability 24/7.
- Support WebSphere enhancements for the county Portal systems.
- Assist in the development of all new applications and current application enhancements.
- Provide technical documentation on all projects.

JUSTIFICATION

The skill-set provided by this consultant is critical to the ongoing development and deployment of the mission critical applications and systems in support of the Healthcare, Justice, Law Enforcement, District Attorney, and General Government departments. There is no full-time ISD support staff that has the technical knowledge required for that support, and our current staff is unable to provide the services required.

The Technology Division has requested an IT Specialist recruitment examination to fill this critical need by September 30, 2013. The consultant is needed to maintain continuity of service until then. Rebidding this Work Order will introduce significant delay and require additional startup time to familiarize a new contractor with our complex technical environment.

FISCAL IMPACT

The consultant's hourly rate for the Work Order extension will remain the same. The total amount of the extension is \$120,000. The Work Order is funded by the use of a vacant, budgeted position to offset the cost through salary and employee benefits savings. Costs are recovered through chargeback for the Database and Online systems support used by participating County departments. There is no impact on net County costs.

NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase the total maximum amount. If we receive no objection from your Board within ten (10) business days from receipt of this Board notification, we will proceed with the Amendment of this Work Order.

If there are any questions or comments, your staff may contact me or Dave Chittenden, General Manager, Information Technology Services, at (562) 940 -2901.

TT:DC:jr

c: Executive Office, Board of Supervisors
Chief Executive Officer
Deputy Chief Executive Officer
Chief Information Officer
County Counsel
PCS General Manager

NOTED AND APPROVED:


Richard Sanchez
Chief Information Officer